



LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
550 S. VERMONT AVE., LOS ANGELES, CA 90020 [HTTP://DMH.LACOUNTY.GOV](http://DMH.LACOUNTY.GOV)



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July 26, 2013

Attention

IMPORTANT NOTICE TO ALL HOLLYWOOD MENTAL HEALTH CLIENTS

If you are currently or were a client of Hollywood Mental Health and participated or submitted an application to determine your eligibility to receive free medications through the Indigent Medication Program,

PLEASE READ THE FOLLOWING:

The Los Angeles County Department of Mental Health (LAC-DMH), Hollywood Mental Health Center (HMHC) – Indigent Medication Program (IMP), is sending this letter to you as part of our commitment to client privacy. We take client privacy very seriously, and it is important to us that you are made fully aware of a potential privacy issue. We have learned that your personal information, including name, address, social security number, date of birth, financial, and medication information, may have been compromised.

On June 26, 2013, a report was made to the Health Insurance Portability Accountability Act (HIPAA) Privacy Unit that an IMP coordinator at HMHC discovered that numerous IMP applications were missing from a file cabinet. We conducted a thorough search of the clinic but we were not able to locate the missing files. As part of our policies and procedures, we reported the incident to the police for further investigation.

As required by HIPAA, we are providing you this notice because it is possible that the information contained in your missing IMP application could be used by someone to commit identity theft. We want you to be aware that there are steps you can take to protect yourself.

Initially, you may want to place a fraud alert with the national credit bureaus (see below) and/or request a credit report to make sure your financial accounts have not been opened without your authorization or knowledge.

Major Credit Bureau Numbers:

- Equifax 1-800-525-6285
- Experian 1-888-397-3742
- Trans Union 1-800-680-7289

If you determine that an account has been fraudulently established using your identity, you should immediately contact law enforcement and the financial agency.

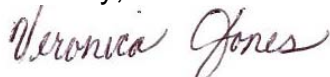
The following references provide additional information about identity theft:

- Los Angeles Department of Consumer Affairs at 1-800-593-8222
- Federal Trade Commission web site on identity theft
<http://www.consumer.gov/idtheft/>
- Social Security Administration fraud line at 1-800-269-0271
- Identity Theft Victim Checklist
<http://www.privacy.ca.gov/sheets/cis3english.pdf>

We deeply regret this situation and any inconvenience or anxiety it may cause you. LAC-DMH has taken all possible measures to make sure that this situation will not be repeated. We are committed to maintaining the privacy of our clients' information and to safeguard the security of your personal and protected health information.

If you have any questions about this matter, please contact LAC-DMH Privacy Officers, Veronica Jones at (213) 739-2375 or Ginger Fong at (213) 739-2303.

Sincerely,



Veronica Jones
Privacy Officer

- c: Robin Kay, Chief Deputy, Department of Mental Health
Judith Weigand, Compliance Officer, Department of Mental Health
Ginger Fong, Privacy Officer, Department of Mental Health
Stephanie Reagan, Deputy Principal County Counsel, County Counsel
Linda T. McBride, Chief HIPAA Privacy Officer, Auditor-Controller